

WHAT IS CLAIMED IS:

1. A telecommunication system comprising
- a first type of telecommunication switch;
 - a first server coupled to said telecommunication switch;
 - a second type of telecommunication switch;
 - a second server coupled to said second type of telecommunication switch; and
 - a data network link coupled between said first server and said second server.
2. The telecommunication system of claim 1, wherein said first server retrieves call-associated data and sends the call-associated data to said second server via said data network link.
3. The telecommunication system of claim 2, wherein the call-associated data is retrieved by said first server based on a telephone call to said first type of telecommunication switch.
4. The telecommunication system of claim 3, wherein said telephone call is received by said first type of telecommunication switch via a Public Switched Telephone Network.
5. The telecommunication system of claim 4, wherein said first server comprises a database, and said call-associated data is retrieved based on an automatic number

identification of said telephone call.

6. The telecommunication system of claim 1, wherein said data network link is a Transmission Control Protocol/Internet Protocol link.

7. The telecommunication system of claim 1, wherein said first type of telecommunication switch and said second type of telecommunication switch are different types of private branch exchange switches.

8. The telecommunication system of claim 1, wherein said first server is coupled to said first type of telecommunication switch via computer telephony integration.

9. A method of receiving call-associated data of a telephone call received by a first type of telephone switch, said method comprising:
 transferring the telephone call to a second type of telephone switch;
 requesting the call-associated data from a first server coupled to said first type of telephone switch; and
 receiving the call-associated data at a second server coupled to said second type of telephone switch.

10. The method of claim 9, further comprising:
 determining a source telephone switch of the telephone call.

11. The method of claim 9, further comprising:

retrieving the call-associated data from a database coupled to said first server.

A2
12. The method of claim 9, wherein said call-associated data is received at said second server from said first server via a data network link.

13. The method of claim 12, wherein said data network link is a Transmission Control Protocol/Internet Protocol link.

14. The method of claim 9, wherein said first type of telecommunication switch and said second type of telecommunication switch are different types of private branch exchange switches.

15. The method of claim 9, wherein said first server is coupled to said first type of telecommunication switch via computer telephony integration.

16. The method of claim 9, said first server comprises a database, and said call-associated data is retrieved based on an automatic number identification of said telephone call.

- A2
17. A method of operating a telecommunication system comprising:
- receiving a telephone call at a first type of telephone switch;
 - retrieving call-associated data about the telephone call at a first server coupled to said first type of telephone switch;
 - transferring the telephone call to a second type of telephone switch;
 - determining a source of the telephone call at a second server coupled to said second type of telephone switch; and
 - requesting the call-associated data from said first server.
18. The method of claim 17, further comprising:
- receiving the call-associated data at said second server over a data network link coupled to said first server.
19. The method of claim 18, further comprising:
- storing the call-associated data at said second server.